

Customer Volume Guidelines

Earning Bonuses & Maintaining Qualification

While the business is not heavily dependent on customer product sales, maintaining the required customer volume is necessary in order to qualify for bonuses and group profit participation.

Minimum Requirements

- A minimum of ****100PV**** is required to qualify for bonus earnings.
- Bonus percentages begin at ****3%**** once the 100PV threshold is reached.
- To qualify for customer volume bonuses and group profit participation, you must maintain at least ****60% VCS (Verified Customer Sales)****.
- If the required VCS threshold is not met, performance bonuses could be reduced according to the amount of VCS created or fully forfeited.

Building Customer Volume

Who to Reach Out To

Start with people who already know, like, and trust you. Focus on individuals who are supportive, financially stable, and open to helping you grow your business.

Examples include:

- Parents and grandparents
- Aunts, uncles, and extended family
- Friends of the family
- Neighbors
- Former teachers or coaches
- Church or community connections

The goal is not to pressure anyone into buying products. Instead, you are simply identifying people who may already purchase products in categories such as health, wellness, beauty, or home care and would be open to trying alternatives through your business.

Recommended Approach

Start With a Conversation

Depending on the relationship, either call directly or send a short text asking for a quick conversation.

Example:

“Hey Jane, I wanted to run something by you when you have a few minutes to chat. Do you mind if I reach out sometime after 7pm on Thursday?”

This approach works well because it allows you to schedule multiple conversations in the same evening without locking yourself into exact times. Some calls may take longer than expected while others may be very quick, so giving a general time window keeps the process flexible and low pressure for everyone involved.

Avoid trying to explain everything over text. A quick conversation creates better connection, avoids misunderstandings, and keeps the interaction natural and professional.

Keep It Simple

You are not trying to “sell” someone something they do not want. The goal is to find out:

- What products they already use
- Whether they are open to trying something different
- If there is an opportunity to provide value through products you trust

Customer Calls & Support

For your first few conversations, your mentor may help guide you through the process so you feel confident and prepared.

The purpose of these calls is to:

- Learn how to identify customer needs
- Practice asking questions naturally
- Build confidence in product conversations
- Create a positive customer experience

Over time, the goal is for you to feel comfortable handling these conversations independently.

Best Practices

Focus on Relationships

This business grows best through genuine relationships and good customer service.

Avoid Overposting on Social Media

Cold posting products constantly on social media or aggressively promoting online can often create poor results. A relationship-based approach tends to be more effective and sustainable.

Follow Up Matters

Great customer service creates repeat orders.

Always:

- Follow up after orders arrive
- Check in to see how products are working
- Send thank-you notes when appropriate
- Stay consistent without being pushy

Final Reminder

Every customer conversation will look a little different, but the objective stays the same:

- Listen first
- Identify needs
- Provide value
- Build long-term customer relationships

Strong customer relationships lead to repeat business, referrals, and long-term volume growth.